

WHAT IS CLAIMED IS:

- 1           1. A method for providing technical support documents via  
2 the Internet on a peripheral device connected to a web server storing the  
3 requested technical support documents, comprising the steps of:  
4                 selecting an event on the device;  
5                 requesting a default uniform resource locator with the selected  
6 event; and,  
7                 returning the technical support document relating to the selected  
8 event of the requested uniform resource locator to the device.
- 1           2. The method according to claim 1 further comprising the  
2 steps of:  
3                 reading device configurations from firmware;  
4                 determining whether to print or display the returned technical  
5 support document from the device configuration;  
6                 printing the returned technical support document when the device  
7 configuration indicates print; and,  
8                 displaying the returned technical support document when the  
9 device configuration indicates display.
- 1           3. The method according to claim 1 wherein said step of  
2 selecting an event further comprising the steps of:  
3                 reading a device state table of the peripheral device;  
4                 obtaining a most recently activated event from the device state  
5 table;  
6                 determining whether a display is available on the peripheral  
7 device;

8               selecting the most recently activated event as the selected event  
9 when a display is not available on the peripheral device; and,

10              determining whether the most recently activated event is an error  
11 when a display is available on the peripheral device.

1                4. The method according to claim 3 wherein said step of  
2 determining whether the most recently activated event is an error further  
3 comprising the steps of:

4                selecting the most recently activated event as the selected event  
5 when the most recently activated event is an error; and,

6                requesting the default uniform resource locator without a selected  
7 event when the most recently activated event is not an error.

1                5. The method according to claim 4 wherein said step of  
2 obtaining a default uniform resource locator further comprising the steps of:

3                returning a help menu for selecting an event;

4                displaying the help menu to the user;

5                choosing an event from the help menu by the user; and,

6                selecting the chosen event from the help menu as the selected  
7 event.

1                6. The method according to claim 1 wherein, prior to said  
2 step of requesting a default uniform resource locator with the selected event,  
3 further comprising the step of obtaining a default uniform resource locator  
4 from the firmware of the device.

1                7. A method for providing context sensitive technical support  
2 documents via the Internet on a peripheral device having a device state table  
3 for keeping a log of events of the device, wherein the peripheral device is  
4 connected to a web server storing the requested technical support documents,  
5 comprising the steps of:

6                   obtaining a most recently activated event from the device state  
7 table;

8                   requesting a default uniform resource locator with the most  
9 recently activated event; and,

10                  returning the technical support document relating to the most  
11 recently activated event to the device.

1                  8. A computer program product comprising a computer  
2 usable medium having computer readable program codes embodied in the  
3 medium that when executed causes a computer to:

4                  obtain a most recently activated event from the device state table;  
5                  request a default uniform resource locator with the most recently  
6 activated event; and,

7                  return the technical support document relating to the most  
8 recently activated event to the device.

1                  9. A computer program product comprising a computer  
2 usable medium having computer readable program codes embodied in the  
3 medium that when executed causes a computer to:

4                  select an event on the device;

5                  obtain a default uniform resource locator from the firmware of  
6 the device;

7                  request the default uniform resource locator with the selected  
8 event; and,

9                  return the technical support document relating to the selected  
10 event of the requested uniform resource locator to the device.

1                  10. A system for providing technical support documents on a  
2 peripheral device via the Internet, comprising:

3           a peripheral device for requesting a technical support document  
4   of a selected event using a default uniform resource locator; and,

5           a web server for servicing the default uniform resource locator by  
6   returning the relevant technical support document relating to the selected event.

1           11. The system as defined in claim 10 further comprising a  
2   dedicated switch for users to activate the peripheral device to request technical  
3   support documents.

4           12. The system as defined in claim 11 wherein said dedicated  
5   switch is a push button located on the peripheral device.

6           13. The system as defined in claim 11 wherein said dedicated  
7   switch is an icon that is displayed on the control panel of the peripheral device.

8           14. The system as defined in claim 10 wherein said peripheral  
9   device further comprising a device state table for storing a log of events of the  
10   device, wherein the most recently activated event from the device state table is  
11   the selected event when the peripheral device makes a technical support  
12   document request.

1           15. The system as defined in claim 10 wherein the selected  
2   event is appended to the request for the default uniform resource locator.